

Selected Potentially Confusing Terms and Concepts

Accountability
Advisory board
Alternative services
Child abuse
Civil society
Community-based
Cooperation
Cooperatives
Consumer, client, recipient, customer, beneficiary
Devolution
Direct social services
Domestic violence
Drug abuse
Elderly
Effectiveness
Efficiency
Foster care
Good practice
Human capital
In-kind services
Licensing
Management information system
Mainstreaming
Monitoring
Multi-disciplinary services
Mutual benefit societies
One-stop services
Orphans
Oversight
Partnerships
Performance standards
Personal social services
Poverty
Practicum
Quality assurance
Rehabilitation
Reintegration
Social assistance
Social capital
Social care services
Social cohesion
Social exclusion
Social inclusion

Social insurance
Social integration
Social pedagogy
Social pragmatism
Social services
Stakeholder
Subsidiarity
Sustainable services
Transparency
Volunteerism
Wrap-around model